

# Utilities

## City Utilities

The City of Long Lake has and maintains its own utility infrastructure which includes watermain and pipes, a water tower, well houses, lift stations, sanitary sewers, and stormwater management.

If you're a new resident, please call 952-473-6961 and select the 'utility billing' option to set up your Long Lake utilities account with a staff member.

Preparing to move or sell your Long Lake property? Please call us at least one week prior to your move or sale and schedule a final meter reading appointment.

*To report an after-hours/weekend water or sewer emergency, **please call 911**. Emergency dispatch will contact a Public Works staff member to respond.*

**Beginning with January 2024 usage, City utilities are billed on a monthly basis.**

## Bill Payment Options

1. **Sign up for online billpay and/or autopay - as of January 2024, there's no transaction fee for ACH payments!** Customers logging in to create accounts or make quick payments will need to know their account number from their billing statements. *Please note that while your paper billing statement shows a utility billing account number in the format "01-00000222-00-2", when you enter your account number in the online bill-pay portal, you would enter your account number without dashes as "0100000222002".* Credit card (transaction fee applies) and ACH (no service charge) transactions are accepted, and customers creating online bill pay accounts have the option to opt out of paper billings and/or autopay. Please note that if you are setting up autopay and wish to set up your autopay to automatically pay your bill on the date due, you'll be **selecting the "Pay on Bill Date" option in the Payment Date field.**
2. Drop payment (check) in the drop box located at the City Hall front entrance.
3. Drop payment (check or cash) off at City Hall during office open hours.

4. Mail your payment (check) to the City of Long Lake, 450 Virginia Avenue, PO Box 606, Long Lake, MN 55356.
5. If you require assistance and need to call in an ACH or credit card payment on an account, please call City Hall at 952 473-6961 and select the 'utility billing' option.

If making a cash payment at City Hall, cash payments are accepted in the exact amount owed; or, if cash payment is for more than the amount due, any overpayment will be credited towards your next bill.

[Pay Utility Bill Online](#)